



COMPUTER MAINTENANCE AND REPAIR

Automation of Periodic Maintenance

The Department of Children and Families has a custom installed Domino environment. Written utilities automate and monitor periodic maintenance, annually saving thousands of hours of technicians' time. Processes include a method to monitor drive space associated with these servers, a method to monitor directories created on servers so that errant directories can be addressed in a more timely and efficient manner, a method to remove log files that are no longer needed and not addressed in any other manner, and a method to identify otherwise orphaned files created on Domino NT servers that are not identified in any other manner. For more information, please contact Vickie Varchal at (850) 413-9142 or email vickie_varchal@dcf.state.fl.us. 2006-DCF-101

Computer Patch Management

Windows Server Update Service, a patch management solution provided free of charge by Microsoft, enables updates and patches for hundreds of Department of Corrections workstations in the Tampa Bay area that run WinXP or 2K and servers that run Win2K and above to be checked, approved, managed and monitored by a single field analyst in less than four hours per month, annually saving approximately \$88,500 in salary and travel costs. A \$110,000 annual cost to purchase a solution is avoided. This solution can be implemented statewide at any government agency utilizing a Windows platform. For more information, please contact Mick Michel at (239) 278-7240 or email michel.mick@mail.dc.state.fl.us. 2006-DOC-005

Network Work Order System

A network work order system that replaced a cumbersome forms-based system only requires users to input a telephone number and short description of their computer problem. Additional data (user's site name, logon name, first and last name, computer network name and assigned site technician) are automatically extracted from user information maintained in the network database. The resulting work order is sent as an email to the technician supporting the facility where the user is working. The originator is given a reference number for tracking purposes and when the work order is closed, an email is generated to the requester notifying him/her what actions were taken. For more information, please contact Paul Prado at (407) 521-2668 or email Paul.Prado@djj.state.fl.us. 2006-DJJ-005